



# The Vaughan Chamber of Commerce Business Academy

## Next Peer Learning Session:

### Client Retention

Thursday, January 20, 2011  
7:30—9:30am

Join us at our next Peer Learning Session and continue learning important Client Retention basics such as:

- Responsiveness
- Integrity
- Managing Expectations



Cost for the session is only \$20 plus HST! Light Continental breakfast included.  
**Register today!**

- To register for this event, please fully complete the form. Pre-registration with payment in full is required by January 14, 2011. No refunds for cancellations received after January 17, 2011.
- Fax registration to **905 761 1918** ( payment by credit card only). Mail or drop off registration (with cheque or cash payment) to address below.

**Hurry!**  
**Space is limited to only 20 participants!**  
**Don't be disappointed!**  
**Register NOW!**

**Stay tuned for more upcoming Peer Learning sessions in 2011!**

Company Name \_\_\_\_\_

Number Attending \_\_\_\_\_ Attendee Name(s) For Name Badges \_\_\_\_\_

Attendee Name(s) For Name Badges \_\_\_\_\_

Registration Contact

E-mail Address

Phone Number

Member

Credit Card

Total Amount \_\_\_\_\_

Non-member

Cheque

Credit Card # \_\_\_\_\_

Exp. date \_\_\_\_\_ / \_\_\_\_\_

Signature \_\_\_\_\_

**Your inside track to business success in Vaughan.**

25 Edilcan Drive, Unit 2, Vaughan, ON L4K 3S4 P: 905.761.1366 ext. 221 F: 905.761.1918  
Email: [jennifer@vaughanchamber.ca](mailto:jennifer@vaughanchamber.ca) [www.vaughanchamber.ca](http://www.vaughanchamber.ca)